



DEPARTMENT OF VETERANS AFFAIRS
Veterans Health Administration
Washington DC 20420

<<topline(1)>>
<<First Name(1)>> <<Last Name(1)>>
<<Address Line 1(1)>> <<Sort Position(1)>>
<<Address Line 2(1)>> <<Tray Number(1)>>
<<City(1)>> <<State(1)>> <<ZIP Code(1)>>

Dear Veteran,

The Veterans Health Administration (VHA) wants to make the VA your first choice for all your health care needs, and we need your help. The VHA has partnered with [REDACTED], a well-known survey firm, to conduct an important survey. Within two weeks you will be receiving a survey about care that you received recently at the VA. The answers that you give will help us improve care at the VA.

The check-box responses you provide to the survey questions will not be connected with you personally but combined with the opinions of other veterans and shared with the VA facility providing your care. However, any additional information which you provide including comments written in the margins, letters, and other enclosures will be shared with the Medical Center Director or appropriate staff at your facility if it is the best way to address your concerns, unless you instruct us not to. If you would like to see the results of the survey for all veterans who get care at the facility where you receive care, please contact staff at your local VA facility.

VA values your frank and honest feedback to help us improve your care. Participation is voluntary and your answers to the survey will not affect the healthcare you receive or your eligibility for VA benefits. VA staff will not use comments made through this survey against you.

If you have specific concerns about the care you receive at your facility, please contact the facility's Patient Advocate. If this does not resolve your issue, contact the Medical Center Director who has a process to help with your concerns.

If you have questions about your health care benefits or claims please call the number below.

Questions about health care benefits or claims: 1-877-222-[REDACTED]

Questions about other VA benefits: 1-800-827-[REDACTED]

Please return only the survey in the return envelope provided.

We look forward to hearing from you and thank you in advance for your time!

Sincerely,

VHA Office of Informatics and Analytics Survey Team (10P2B)